

## SERVICE

# Fleet Risk Assessment



### Overview

When assessing an organization's risk, there is often a connection found between the existing policies, procedures and training provided, and on-road performance. We identify gaps in the fleet management system that may leave firms exposed to risk. By evaluating an organization's current policies and procedures and comparing this documentation to their sector's basic, better and best practices, AFSI can develop a customized program suited to the client's resources and needs. The process we use to accomplish this is as follows:

### Description

#### **Brief telephone or in-person meeting with key client contact(s) to discuss:**

- Brief history of company, number of drivers, number of power units/trailers, locations, type of operations
- Key goals and objectives associated with fleet operations and strategic plans
- Expectations the client has relative to the assessment process
- Scheduling of assessment

#### **Fleet Assessment – Level 1: Cursory Evaluation**

- An AFSI Associate will perform a cursory evaluation of the fleet and safety management system (4-6 hours, depending on the size and complexity)
- Involves the company's key staff and an examination of documents
- The Associate will evaluate policies, procedures, standards and practices in five key areas using an assessment protocol
- The Associate will provide a report, including potential recommendations for enhancements to the fleet and safety management system

#### **Fleet Assessment – Level 2:**

This assessment is completed when a cursory evaluation is not sufficient in identifying the root cause(s) of the incident or the source of the negative financial impact to the client's operations. At such times, we offer a more detailed evaluation, which may include the following additional components:

- A detailed assessment of holistic and focused risk management practices
- An examination of incident/claims records to identify potential loss trends and/or highlight root causes of loss
- Perform supplementary incident investigations, conducting interviews with those directly and/or indirectly involved
- Site/location visits (*e.g. shipper/receiver sites, crash locations*);
- Completing a ride-along with drivers
- Securing other supporting documentation from external stakeholders relating to the incident.



Once the review process has been completed, AFSI will provide a detailed report to the client including recommendations to mitigate the frequency and/or severity of future losses.

For example, these recommendations could include:

- the development and provision of targeted, customized driver training programs using a progressive behaviour change model OR
- the development and implementation of a comprehensive incident management process, including training of key staff.

### **Client Engagement Options:**

At AFSI, we pride ourselves on meeting our clients' needs and exceeding their expectations in everything we do. We use a three-pronged approach to accomplish this:

- I. The client has the internal resources and expertise to complete the recommendations from our assessment report. In this case, we are available to assist, if required.
- II. The client has the internal resources and expertise for completing some of the recommendations, but requires assistance with certain aspects. We assist by providing services, performing training (train the trainer) and providing specific tools to complete recommendations.
- III. Client is not able to perform the recommended actions. AFSI will provide the necessary services to complete all recommendations from our assessment.

A thorough incident investigation is the foundation of an organization's risk management program. For harm reduction strategies to have the desired effect, they must be based on a sound understanding of the true root causes. AFSI can update and develop an incident management process within the organization and assist or train supervisors with regards to individual driving assessments, soft enforcement, collision investigation, and incident analysis to determine root cause(s).

